

**CHAPTER 5:  
RESIDENTIAL  
HOMELESS  
PROGRAMS OPERATED  
BY COMMUNITY  
AGENCIES**

## **INTRODUCTION TO VA GRANT AND PER DIEM PROGRAMS**

“Grant and Per Diem” (usually called “GPD”) programs are run by non-profit or public organizations in collaboration with the VA and supported by VA funding. Their purpose is to provide supportive services and/or transitional housing for up to 2 years for homeless Veterans. Although sometimes housed on VA property, these programs are NOT operated or staffed by the VA.

In grant programs, the VA pays up to 65% of actual costs for obtaining/rehabbing suitable building/s. The GPD partner must come up with other 35%. Most programs use a grant to get the facility ready and then receive a per diem rate per Veteran once the program opens. The maximum per diem rate is currently \$34.01/Veteran/day. Additional sources of funding may be used. Grant and Per Diem NOFAs (notice of funding availability) are issued as funding becomes available. These grants are judged by a national panel and are HIGHLY competitive. Awards can be for just grants or just per diems or both.

### **Characteristics of Eligible Organizations**

- Public or non-profit entities
- Projected program is consistent with mission of organization
- Demonstrated capacity to finance, manage and complete proposal

### **Much more information is available on the Internet:**

- 38CFR Part 61: VA Homeless Providers Grant and Per Diem Program Rules  
[http://www1.va.gov/homeless/docs/GPD\\_38CFR61\\_RevisedSec64.pdf](http://www1.va.gov/homeless/docs/GPD_38CFR61_RevisedSec64.pdf)
- GPD Homepage on VA website – includes a sample grant application  
<http://www1.va.gov/homeless/page.cfm?pg=3>
- National Coalition for Homeless Veterans website: <http://www.nchv.org/about.cfm>

### **General Inclusion Criteria for GPD Residents**

- Homeless
- Medically and psychiatrically stable
- Be able to perform Activities of Daily Living (ADL) and live with others in a community setting
- Commitment to sobriety, treatment, and program rules (savings, 12-step etc)
- Would not be better served by placement in a state Veteran’s home, personal care boarding home, or other long term placement
- Free of pending criminal charges, warrants for arrest, or sentencing for criminal activity

### **VA Staff Roles with Grant per Diem Programs at CVAMC:**

**Kelly Lemmon LCSW      GPD Liaison**

Building 7, room B10C      610-384-7711 x2254

### **GPD Liaisons...**

- Recruit and educate new GPD providers
- Monitor admissions and discharge paperwork used for program evaluation and monitoring
- Approval for extensions of stay beyond 2 years and re-admissions
- Program evaluation for grant compliance via yearly inspections and quarterly data review as well as ongoing monitoring

- Incident reporting triage and response
- Review and authorize billing
- Maintain database of residents
- Problem solving facilitation
  - Encouraging collaborative focus on Veterans' needs
  - Problem may be identified by any stakeholder
- Case management
- Clinical and program consultant

**Cheryl Laurento, RN                      RN Case Manager**  
**Building 9, room 121E                      610-384-7711 x6331**

**Craig Davis, RN                              RN Case Manager**  
**Building 7, room B12                      610-384-7711 x 5622**

#### RN Case Managers...

- Provide general nursing and health case management such as
  - Assistance getting appointments or communicating with providers
  - Assessment of minor illnesses (not urgent enough for urgent care but more urgent than next available primary care appointment)
  - Support and education to improve self care for chronic diseases such as diabetes, heart disease, COPD etc
  - Medication questions and issues
  - Medical case management
  - Arrange for DAV rides for medical appointments at other VA medical centers

\* Source: Grant and Per Diem program info via GPD Coordinator, K. Lemmon; 12/2010

**FRESH START FOUNDATION  
VETERANS PROGRAM**

1400 Blackhorse Hill Road; Building #10 – CVAMC  
Coatesville PA 19320  
Phone: 610-380-1285; In-house extension: 5699

**Mission:** To provide or assist Veterans in obtaining the treatment and support necessary for leading healthy and productive life. Fresh Start will provide a safe & structured living environment, access to health care and social services, and link their residents to opportunities that can lead to a return to individual dignity and self-sufficiency—free from the depravity of homelessness, addiction and alcoholism, and active mental health disorders.

**About the Program:** Fresh Start has partnered with both the Philadelphia VA Medical Center (PVAMC) and CVAMC since 1999 to offer supportive housing and services to Veterans struggling with homelessness or addictions. It is our experience that many of the Veterans who present for treatment at Fresh Start suffer from a myriad of problems relating to their homelessness and/or addictions, and mental health disorders. These presenting issues need to be triaged, stabilized, and monitored if our residents are to achieve a better quality of life.

The Fresh Start program in Coatesville PA is a 60-bed supportive housing unit located on the grounds of the Coatesville VA medical Center in building #10. The housing model is based in a behavioral modification and recovery philosophy that has proven to be very effective with the homeless Veteran population. Each Veteran will not only receive the benefit of being in a very safe, clean, and structured environment, they will also be monitored and case managed 24/7 by 15 staff members whose credentials range from the master level clinician to the “peer-to-peer” associate level care manager.

This program is funded by VA’s “Grant and Per Diem” program. We have partnered with the Coatesville VA medical center to provide a seamless continuity of care in an integrated service model. Professional medical & mental healthcare, VOC rehab, and various other clinical needs will be met by the CVAMC staff. However, Fresh Start staff will be in constant contact with the medical center staff to ensure the continuity of each Veteran’s treatment and care.

**Fresh Start** uses an integrated model in which case managers:

- Provide initial triage and assessment, and coordinate medical and mental healthcare with CVAMC
- Access drug and alcohol counseling
- Track progress, motivation, and participation
- Access both VA and community-based resources
- Provide necessary vocational, educational, and financial training and support
- Access housing opportunities and linkage to housing assistance agencies

As a result of their homelessness, addictions, and mental and medical health disorders many Veterans often have many medical, legal, vocational, social, and financial repercussions. They often find themselves back in the community before they are able to fully address their situations. The Fresh Start/VA supportive housing model has succeeded in helping thousands of Veterans return to the community and lead very productive lives.

In calendar year 2009 82% of the total number of Veterans admitted to the Fresh Start program in Coatesville remained abstinent from drugs and/ or alcohol during their stay. 82.2% of those Veterans discharged in Calendar year 2009 were discharged to safe and more permanent housing.

## **Admission Criteria**

Fresh Start accepts new Veterans only after they have completed a personal interview and intake process. We believe that our personal interview process is the foundation for forming healthy treatment communities.

### **1. All potential Veteran residents must:**

- Meet the VA's definition of homeless or "at risk" for homeless.
- Be both medically and mentally cleared by a qualified VA medical and mental health professional before they can be admitted.
- Exhibit a high level of motivation toward their recovery.
- Be willing to participate in our regimented daily schedule. All must be willing to accept a 3 day phone blackout and a 30-day total blackout period before becoming eligible for weekend passes.
- Be enrolled in intensive out-patient therapy (5 X weekly) upon acceptance to Fresh Start.
- Sign a copy of the rules and regulations that govern the clients in our program. By signing this document, the client acknowledges that we have created a contract for their success which spells out their responsibilities and contains appropriate consequences for non-compliance.

**2.** Fresh Start will not accept any potential Veterans with a history of violent crimes or sex offenders. We are essentially a neighborhood-based organization; we must exclude such Veterans with these convictions in accordance with signed provisos, local advocacy groups, and verbal agreements with the communities in which our sites are located.

**3.** All potential Veterans being released to Fresh Start from a hospital or institution with a dual-diagnosis (co-occurring disorder) need to be accompanied by their prescriptions and /or a supply of their medications. In the event that the Veteran does not have health insurance, the attending psychiatrist must give the client enough medication for two weeks, so that we have enough time to initiate health coverage to pay for the ongoing prescriptions.

**Financial Responsibility:** Under VA grant and per diem guidelines Fresh Start may charge each Veteran up to 30% of their adjusted net income. Fresh Start will meet with each Veteran individually to establish his adjusted net income, and will charge approximately 20% of the established amount. Each Veteran must agree to establish a savings of up to 70% of the adjusted net income after their financial responsibility to Fresh Start has been fulfilled. Veterans who fail to adhere to this savings agreement will be in non-compliance of program rules and may be discharged.

**Contact Persons:** Jeffrey J. Pittner MHS, CCDP (Clinical Director); 610-380-1285  
Brian Mockewich (Program Supervisor): 610 – 380-1285

\*Sources: <http://www.freshstartfoundation.org/home> and Director of Fresh Start Program, J. Pittner, 6/2010

## **LZ II TRANSITIONAL RESIDENCE - COATESVILLE, PA**

A program of:

THE PHILADELPHIA VETERANS MULTI-SERVICE and EDUCATION CENTER, INC.  
213 — 217 North 4<sup>th</sup> Street Philadelphia, PA 19106

### **Where are they located?**

LZ II Transitional Residence is located on the grounds of the CVAMC @ 1400 Black Horse Rd Building 6A

### **How do I reach them?**

Contact Person: Nathan Four, Program Coordinator

Phone#: 610-466-7881; in house extension: 610- 384-7711 ext. 6320

**Director of PVMSEC Residential Services:** Sandy Miller

LZ II Transitional Residence is a ninety-five (95)-bed facility for homeless male Veterans, operated by The Philadelphia Veterans Multi-Service and Education Center, Inc. LZ II is located on the grounds of the Coatesville VA Medical Center through a shared leased agreement. LZ II was instituted with a grant awarded by the U.S. Department of Veterans Affairs Homeless Grant and Per Diem Program. Known as "home" to Veterans who have known homelessness, LZ II has been operating since June 16, 1997. To date, 1084 Veterans have resided at LZ II.

The LZ II mission is to offer a safe, secure, and supportive environment in a structured program that fosters respect, recovery, and responsibility while increasing independence as the Veteran transitions back into the community.

Resident Veterans are obligated to attend regularly scheduled AA/NA meetings, group and individual therapy sessions, and maintain a monitored savings account. Veteran benefits counselors and job developers are available for assistance. LZ II staff provides direct assistance in implementing the individual action plan of each Veteran.

The Philadelphia Veterans Multi-Service and Education Center provides the Veterans of LZ II with residential stability, increased earning potential, and a supportive recovery environment. This allows for greater self-sufficiency, self-esteem, and the opportunity to achieve lasting success.

### **ELIGIBILITY**

- An honorably discharged Veteran with proof of military service
- Homeless
- Verified ninety-days substance free
- Be medically and psychologically stable.
- Must be free of pending criminal charges, warrants for arrest, or sentencing for criminal activity.

### **ADMISSION APPLICATION**

The primary source of referrals to LZ II comes from the Coatesville VA Medical Center domiciliary. Additional sources of referrals are other VA Medical Centers or community based rehabilitation programs where 90 days sobriety can be verified with formal

documentation. Veterans from across the country who meet the eligibility criteria are able to apply. As a homeless Veteran is identified and determined to be an appropriate candidate for admission to LZ II, his VA clinician makes an evaluation. If recommended for the application process, the Veteran is referred by the clinician to LZ II for final evaluation and admission. Any exceptions to this referral process will be determined on a case-by-case basis.

### **LENGTH OF STAY (LOS)**

A Veteran may stay for up to two years. However, the LOS is determined on an individual basis with consideration given to the Veteran's ability to meet his goals. Currently, the average length of stay is 422 days. The decision to re-enter the community is done in conjunction with the Program Coordinator and the Veteran's personal therapist. It is felt that a resident is ready to leave LZ II when he has followed after care, maintained recovery, secured appropriate employment or income, maintained a savings account, acquired affordable safe housing in the community, and negotiated an independent living plan to include a monthly budget with short and long range goals for personal growth and success.

\* Source: LZ II Transitional Residence info/ Director, Sandy Miller; 6/2010

**THE MARY E. WALKER HOUSE**  
**A Women Veterans' Transitional Residence**

1400 Black Horse Hill Road  
Coatesville, PA 19320  
610-380-0704; In house extension: 610- 384-7711 ext. 6327  
FAX: 610-380 1124

*A Program of the Philadelphia Veterans  
Multi-Service and Education Center, Inc.  
213-217 North 4<sup>th</sup> Street  
Philadelphia, PA 19106  
215-923-2600  
FAX: 215-925-8460*

**History:** Dr. Mary E. Walker served her country during the Civil War and was awarded the Congressional Medal of Honor. She remains the only woman to have received this great honor.

**Our Mission:** To offer a safe environment where women Veterans can stay, living in harmony with others, while they endeavor to attain personal growth and enhance life skills, in order to re-establish themselves as members of a community and regain ownership of their lives.

***Dedicated to the women of our Nation's Armed Forces on their journey to finding a way home***

- The Mary E. Walker House is a program of The Philadelphia Veterans Multi-Service and Education Center, a 501(c)(3) non-profit agency that exclusively serves Veterans in need.
- The Mary E. Walker House is a thirty (30) bed transitional residence for women Veterans who have found themselves in difficult life situations and without a home.
- Walker House is located on the grounds of the Coatesville VA Medical Center in the beautiful rolling countryside of Chester County in Coatesville, PA.
- Walker House and its staff strive to provide a comfortable, safe, and secure life-setting, while fostering respect, responsibility, and recovery.
- We are here to provide assistance and support the women Veterans' efforts by creating an environment that will provide them:
  - Empowerment
  - Re-established connections to others
  - Attainment of effective and healthy coping skills
- With a full commitment from the woman Veteran, this effort will take them down a path to a more secure and successful re-entry to the community.



**Services:** Access to

- Medical and mental health services as a VA outpatient
- Recovery setting
- “Seeking Safety” program
- Case management
- Job development
- Educational opportunities
- Personal budget development
- Assistance with VA benefits
- Linkages to community resources and involvement
- Discharge planning

**Eligibility**

- Homeless woman Veteran
- Medically and psychologically stable
- Ability to commit to recovery and treatment program model
- Have capacity to perform activities of independent daily living
- Have the ability to commit to program policy compliance
- Be referred by a VA clinician

**Application Process**

- An application is required for review before admission will be considered or granted. A VA Referring clinician may obtain an application by contacting The Mary E. Walker House.
- To learn more about the formal process, please contact The Mary E. Walker House Program Coordinator.
- Applicants must give serious consideration to the commitment they will make by an admission to The Mary E. Walker House program. Motivation is vital.
- It is here that women Veterans are able to stay while they move in a new direction through a direct focus on addressing problems that may seem insurmountable.
- So many women Veterans have felt lost in the “system” or have chosen to hide in it. It is our deepest hope that Walker House can truly be the door to their way home.

\*Source: <http://www.pvmsec.info/site/modules/edito/edito.php?idedito=43>; Mary Walker House Info via director, Amanda Farally; 6/2009

## **INDEPENDENCE HALL -4A**

1400 Blackhorse Hill Road; Building #10 – CVAMC  
Coatesville PA 19320  
Phone: 610-384-7711 x6301

Building 4A, now named **Independence Hall**, was opened on 7/16/10 as a program to assist veterans with severe mental illness reintegrate back into the community. To accomplish this goal, the program offers a variety of services and activities designed to improve the skills of the veterans in preparation for independent living. The program is run by the Fresh Start Foundation. Their staff consists of program managers with 24/7 coverage of the unit, a nurse, housekeeping staff, and drivers. The VA provides a social worker to be a liaison to the program.

Once veterans are identified for the program due to being diagnosed with major depression, bipolar, schizophrenia or schizoaffective disorder, they are interviewed for the program. During this interview the veteran is being assessed how their mental illness affects their functioning and motivation to participate in the program with the goal of returning to the community to live independently. Veterans are not discharged to shelters, another VA hospital, GPD program, DOM program or any other VA inpatient program. The goal for these veterans is to only need to come to a VA hospital to see their doctors, receive their medications from the pharmacy, and attend outpatient groups/programs.

When the veteran is admitted, they are oriented to the program. An individual treatment plan is developed, and a schedule of activities is presented to the veteran. A handbook is given to the veteran and reviewed concerning the policies, procedures, and rules of the program. There is a blackout period for the veteran and the staff to get to know each other and for the veteran to get settled into the program.

For the next 6 months, the veteran attends groups and activities to improve their skills for independence. These activities include items such as, but not limited to, social skills, employment skills, life skills, substance abuse recovery skills, mental health recovery skills, self medication management, housing assistance, financial skills, and other activities to promote independence and recovery. Once the veteran has reached their goals and can live independently in the community, the veteran is connected to community programs and resources for support. Veterans return to the community, personal care homes, assisted living facilities, their own apartments, apartments assisted by HUD/VASH vouchers, family members, or other appropriate settings agreed upon by the veteran and the Independence Hall treatment team.

For an application or further information please call 610-384-7711 x6301. To fax an application please fax to 610-466-2272.

\* Source: Independence Hall info/ Coordinator, Matt Winger, 12/2010

## IMPACT'S VETERANS PROGRAMS

**IMPACT'S VETERAN PROGRAMS** are unique regional transitional programs serving a large geographical area of five states (DE, NY, NJ, MD, PA) and 10 VA hospitals. They provide on-site discharge planning along with face-to-face interviewing prior to program enrollment.

**LEVEL #1: 124 VETS-** At the entry level, there are two programs for co-occurring disorders—The Veterans Shared Housing Initiative (VSHI, now **124 VETS**) and the **Dual Diagnosis 2 Program** (DDX). Both programs are Grant Per Diem programs in partnership with the US Department of HUD and the VA, the VSHI Program assists Veterans achieve stronger self-determination, and move toward more stable housing by improving self-management and life skills, and increasing income levels,.

The DDX programs, funded by the US Dept of Veterans Affairs are specifically designed for Veterans diagnosed with co-occurring disorders. Each Veteran receives intensive clinical support to achieve and maintain functional self-management. To enter this program, Veterans need a referral from the Philadelphia VA Medical Center. Those admitted can remain in both programs for up to two years, during which time all of their attention is focused on attaining goals related to self-sufficiency, sobriety, stability, and community integration.

**LEVEL #2: LATE TRANSITIONAL HOUSING (HOME BASE):** The second level of supportive housing is a mid-to-late transitional program, called **Home Base**, where Veterans continue their recovery and maximize their earning power. This HUD-funded program helps Veterans who can find work and secure full-time employment. Veterans unable to hold a job are helped toward self-sufficiency by case managers who assure they receive the highest level of benefit income to which they are entitled. Veterans can remain in this program for up to 12 months.

**LEVEL #3: TRANSITIONAL HOUSING, INDEPENDENCE ZONE:** The third level of transitional housing, **Independence Zone**, is a Grant and Per Diem Program in partnership with the US Dept of Veterans Affairs. In this unique program, the strongest graduates of the Home Base Program are selected to mentor participants in entry and mid-stage programs. Mentors continue working on their own recovery while providing personal examples and guidance to the Home Base and VSHI/DDX Veterans. Mentors may remain in the Independence Zone program for up to 2 years.

\*Sources: [http://www.impactservices.org/vet\\_services/housing.php](http://www.impactservices.org/vet_services/housing.php); Impact House Programs Info via Director of Veterans Programs, M. Graber; 6/2010

## **IMPACT'S VETERANS PROGRAMS:**

### **LEVEL #1: 124 VETS (PART 1)**

#### **WHERE ARE THEY LOCATED?**

124 East Indiana Ave  
Philadelphia, PA 19134  
[www.impactservices.org](http://www.impactservices.org)

#### **HOW DO I REACH THEM?**

Phone#: 215-739-0243  
Fax#: 215-739-2790  
Director/Contact Person: Mike Graber  
Email: [mgraber@impactservices.org](mailto:mgraber@impactservices.org)

#### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget and financial management
- Clothing and sundries
- Emergency food
- Individual counseling
- Family reunification counseling and community events
- Group therapy (outpatient)
- Mandatory savings
- Partial hospital day program
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals
- 24 beds; Males only

#### **HOW LONG IS THE PROGRAM?**

- 0-8 months

#### **WHO IS ELIGIBLE?**

- Veteran must have both a substance abuse and mental health problem (dual diagnosis)
- Veteran must have an honorable discharge.
- Veteran must have one year of active duty.
- Veteran must be referred to the program directly from the VA medical center or a service provider.
- Prior to discharge from a VA Medical Center, the Veteran is required to have a face-to-face, on-site interview and discharge plan.
- Philadelphia residents or any Veteran from the 5 county metropolitan areas.

### **LEVEL #1: DUAL DIAGNOSIS 2 (PART 2)**

#### **WHERE ARE THEY LOCATED?**

124 East Indiana Ave  
Philadelphia, PA 19134  
[www.impactservices.org](http://www.impactservices.org)

#### **HOW DO I REACH THEM?**

Phone#: 215-739-0243  
Fax#: 215-739-2790  
Director/Contact Person: Mike Graber  
Email: [mgraber@impactservices.org](mailto:mgraber@impactservices.org)

#### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget and financial management
- Clothing and sundries
- Emergency food
- Individual counseling
- Family reunification counseling and community events
- Group therapy (outpatient)
- Mandatory savings
- Partial hospital day program
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals
- 36 beds; Males only

#### **HOW LONG IS THE PROGRAM?**

- 1 year

#### **WHO IS ELIGIBLE?**

- Veteran must have both a substance abuse and mental health problem (dual diagnosis)
- Veteran must have an honorable discharge.
- Veteran must have one year of active duty.
- Veteran must be referred to the program directly from the VA medical center or a service provider.
- Prior to discharge from a VA Medical Center, Veteran is required to have a face-to-face, on-site interview and discharge plan.
- Philadelphia residents or any Veteran from the 5 county metropolitan areas.

## **IMPACT'S VETERANS PROGRAMS:**

### **LEVEL #2 : LATE TRANSITIONAL HOUSING (HOME BASE) :**

#### **WHERE ARE THEY LOCATED?**

174 West Allegheny Ave.  
Philadelphia, PA 19133

#### **HOW DO I REACH THEM?**

Phone#: 215-739-0243  
Fax#: 215-739-2790  
Director/Contact Person: Mike Graber  
Email: mgraber@impactservices.org

#### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget and financial management
- Clothing and sundries
- Community recovery and mental health
- Emergency food
- Family reunification counseling and community events
- Individual counseling; Group therapy (outpatient)
- Job development/placement assistance
- Mandatory savings
- Paralegal counseling
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals
- 59 beds; Males and females

#### **HOW LONG IS THE PROGRAM?**

- 1 year

#### **WHO IS ELIGIBLE?**

- Veteran must be “clean” for 30 days documented; must be referred by service provider program or VAMC.
- Veteran must have an honorable discharge
- Veteran must have one year of active duty.
- Veteran must be referred to the program directly from the VA medical center or a service provider.
- Prior to discharge from a VA Medical Center, the Veteran is required to have a face-to-face, on-site interview and discharge plan.
- Philadelphia residents or any Veteran from the 5 county metropolitan areas.

## **IMPACT'S VETERANS PROGRAMS:**

### **LEVEL #3: TRANSITIONAL HOUSING, INDEPENDENCE ZONE**

#### **WHERE ARE THEY LOCATED?**

192 West Allegheny Ave.  
Philadelphia, PA 19133

#### **HOW DO I REACH THEM?**

Phone#: 215-739-0243  
Fax#: 215-739-2790  
Director/Contact Person: Mike Graber  
Email: mgraber@impactservices.org

#### **WHAT SERVICES DO THEY PROVIDE?**

- Adult life skills
- Budget and financial management
- Clothing and sundries
- Community recovery and mental health
- Emergency food
- Family reunification counseling and community events
- Individual counseling; Group therapy (outpatient)
- Job development/placement assistance
- Mandatory savings
- Paralegal counseling
- Post-transitional housing services
- Social Service referrals
- Substance abuse relapse prevention
- VA benefits referrals
- Males and females
- 4 single occupancy apartments (fully furnished)
- Referrals to independent living facilities (apartments, subsidized housing and permanent housing)

#### **HOW LONG IS THE PROGRAM?**

- 2 years

#### **WHO IS ELIGIBLE?**

- Monitoring program assigned for graduates of Home Base Program to serve as post-transitional role models.

\*Sources: [http://www.impactservices.org/vet\\_services/housing.php](http://www.impactservices.org/vet_services/housing.php); Impact House Programs Info via Director of Veterans Programs, M. Graber; 6/2010

## **LISTENING POST LOWER DELAWARE**

Listening Post Lower Delaware, a Delaware Commission of Veterans Affairs contracted service of People's Place established in 1989, offers a wide range of services for Veterans of all wars and eras who live in Southern New Castle County to the Delaware-Maryland line. Services range from employment counseling, introducing and explaining Veterans' benefits, drug and alcohol counseling, family and individual counseling, and transportation to medical facilities in the region. The outreach program coordinator helps connect Veterans with a support group operated by People's Place Counseling Center in Milford.

### **Program Referrals**

Referrals to this program are generally self-referrals or referrals from other social service agencies.

### **Description of the Services Offered:**

- Group and Individual Psychotherapy
- P.T.S.D Group Psychotherapy
- Referral to Substance Abuse Treatment Programs
- Referral to VA Hospital for Medical Treatment
- Provide Free Transportation to VA Medical Centers
- Referral for Financial Help such as VA Disability Pension or Compensation
- Vocational Counseling
- Delaware Department of Labor Job Placement Assistance
- Assist Homeless Veterans with Placement in Emergency Shelters
- Assistance with Obtaining Military Discharge (DD-214)

**Eligibility and Other Important Information Specific to the Program:** Veterans who were discharged under Honorable conditions

**Location of Services:** Southern New Castle County south to the Delaware/Maryland line.

**Contact Us:** For More Information Call: 302-424-1682

### **Mailing Address:**

LPLoDel  
6632 Sharps Road  
Milford, DE

\*Source: <http://www.peoplesplace2.com/listeningPost.html>; 6/2010

## **OXFORD HOUSES**

### **What is the philosophy of OXFORD house?**

- The house is a drug and alcohol free place to live during early recovery.
- Recovering individuals become members of a family that care deeply about each other's recovery.
- Everyone is responsible for both themselves and each other.
- Each house is based on the principle of self help.
- All decisions are made democratically.
- Residents share house responsibilities.
- Residents can stay as long as they desire.
- If you pick up drugs or alcohol, then you have to leave.
- Residents must pay their rent.
- Resident must follow rules established by individual houses including no disruptive behaviors.

### **What is it like?**

- Large single family home in a residential neighborhood.
- Each home usually has 5-6 bedrooms.
- There are generally two persons to a room.
- There are a minimum two bathrooms per home.
- There is adequate kitchen space.
- There is an on-site washer and dryer.
- There are pleasant common living areas.
- Most homes usually are near public transportation.

### **How do I reach them?**

Phone: 1-800-689-6441; 301-587-2916

Best to fax @ 301-589-0302

Email: [www.oxfordhouse.org](http://www.oxfordhouse.org)

### **Where are they located?**

#### **Oxford House "Italian Market"**

1038 South 5<sup>th</sup> Street

Philadelphia, PA 19147

Phone: 215-952-0782

#### **Cliveden Oxford House**

104 E. Cliveden

Philadelphia, PA 19119

Phone: 215-849-0471

#### **Oxford House Society Hill**

1012 South 2<sup>nd</sup> Street

Philadelphia, PA 19147

Phone: 215-271-7115



**Oxford House University City**

225 South 49<sup>th</sup> 8<sup>th</sup>  
Philadelphia, PA 19139  
Phone: 215-471-7962

**Oxford House Pomona**

47 West Pomona Street  
Philadelphia, PA 19144  
Phone: 215-842-3444

**Oxford House Meehan**

158 E. Meehan Street  
Philadelphia, PA 19119  
Phone: 215-848-7013

**What services do they provide?**

They provide a sober living environment.

**How long is the program?**

Residents can stay as long as they desire.

**Who is eligible?**

Any one recovering from a drug/alcohol addiction.

**What is the cost?**

No government funding provided.

It varies by house. It usually is \$200 to \$300 per month for rent and utilities, yet cost varies greatly.

\*Source: <http://www.oxfordhouse.org/userfiles/file/index.php>; 6/2010.

## **THE PERIMETER: HOMELESS VETERAN DAY SERVICE PROGRAM**

213-217 North 4<sup>th</sup> Street

Philadelphia, Pennsylvania 19106

215-923-2600

FAX: 215-925-8460

The Perimeter - Homeless Veterans Program

**"Serving Those Who Served"**

The Philadelphia Veterans Multi-Service and Education Center provides a multi-faceted approach to Veteran services at The Perimeter, our homeless Veteran day center. Perimeter is a military term used to define a boundary of defense separating the safe from the unsafe. It is a line of watch set up to keep the enemy out. Our premise is Veterans helping Veterans. Our mission is to provide a full spectrum of services by evaluating needs and abilities. Practical, realistic goals are set to afford the Veteran the greatest possible personal advancement, independence and self-determination.

### **The Perimeter Provides the Following:**

- Outreach
- Immediate hygienic needs
- Laundry facilities
- Group discussions
- Job development
- On-site PA Job Center DVOP
- Assessment and needs analysis
- Residential placement
- Preparation of realistic plan for action
- Access to a mailing address
- Veteran benefit information
- Computer and Hospitality Training classes
- On-site Legal assistance
- Van Transportation
- Showers and haircuts
- Educational presentations
- Financial planning
- Job placement
- Medical and mental health assessment, care, and referral
- Setting of practical goals
- Case management
- Emergency clothing and food
- On-site VA Regional Office Representative
- Assist with VA discharge up-grades and claims
- Linkage to outside agencies

Veteran status is verified through our link to the VA Regional Office and Insurance Center, allowing immediate Veteran VA eligibility. Perimeter staff includes the coordinator of program services, a Veteran contact representative, assessment and case managers, a Veteran benefits/job developer, a Veteran intake specialist, a Veteran outreach van driver, and a life skills instructor.

Beginning with outreach, on the streets and in the shelter system of Philadelphia, The Perimeter provides van transportation to and from various designated locations on a daily basis. Immediate hygienic needs are met including showers, haircuts, laundry facilities, and lavatories. The physical setting accommodates both men and women.

The Veterans of The Perimeter are able to access all the services and programs of The Center by way of a referral to our other programs.

A Veteran Outreach Specialist from the VA Regional Office is present at The Perimeter on a regular basis to offer information on Veteran benefits and assist the Veteran with the filing of claims and discharge up-grades. Legal assistance is accessible on site through our linkage with the Homeless Advocacy Project.

Daily educational presentation and discussions are provided for daily living, relationships, personal care, substance abuse, PTSD, and financial planning. Job development and placement with the on-site presence of a PA Job Center DVOP is available. Medical and mental health assessment, care, treatment and referral are an integral component of service. Case management provides an assessment and needs analysis on goal-setting and treatment planning. The Veteran's residential needs are evaluated in accessing an appropriate residential placement.

Linked to The Perimeter is our Transitional Residential Program, LZ II, on the site of the VAMC at Coatesville.

An entire floor of our Center City location is devoted to on-site VA care and treatment. Many Veterans are assisted and treated, by the VA, for the first time.

- Coatesville VA Medical Center is present daily with a mental health team: Psychiatrist, Psychologist, Registered Nurse, and Social Worker.
- Philadelphia VA Medical Center, on regularly scheduled days, is available in a clinic setting to deliver medical assessment, with appropriate treatment, medication prescription, and referral to primary care at the Medical Center.
- A VA Homeless Veteran Outreach Team, utilizing professions from both Philadelphia and Coatesville VA Medical Centers works closely with The Perimeter. A team member is present at The Perimeter on a daily basis for cohesive and coordinated assistance to the Veteran.

Veterans, at The Perimeter, begin to realize with pride, the contribution they made in service to their country. In an atmosphere of respect they flourish and hold precious the dignity of their human soul.

If a Veteran is not eligible for VA services, The Perimeter links the Veteran to the appropriate local, state and federal agencies for services.

\*Source: <http://www.pvmsec.info/site/modules/edito/edito.php?idedito=41>

**THE PHILADELPHIA VETERANS  
MULTI-SERVICE AND EDUCATION CENTER, INC**

**Address:** 213-217 North 4<sup>th</sup> St.  
Philadelphia, PA 19106 1801

**Phone #:** 215-923-VETS (2600)

**Website:** [www.pvmsec.org](http://www.pvmsec.org)

The Philadelphia Veterans Multi-Service and Education Center is a non-profit organization dedicated to assisting our nation's honorably discharged Veterans.

Their mission is to provide employment, training, and related educational services to all honorably discharged Veterans. Also, to provide social and human services counseling and referrals to less fortunate Veterans experiencing barriers in finding their way back into the mainstream of society.

**Services provided**

- Benefit counseling for Veterans
- Career goal-setting; Job interviewing skills; Job search; Job Placement; Resume writing
- Computer literacy training
- Developing career objectives
- Disability compensation assistance
- Employment and training programs
- Food assistance only for emergencies
- Homeless services
- Transitional Housing Program
- Hospitality industry training
- Mental health and Substance abuse counseling
- Professional floor maintenance training
- Shelter referrals

**Perimeter:** The center operates a day service center, “The Perimeter,” to assist homeless Veterans to obtain the services they need.

**LZ11:** LZ11 Transitional living residence at Coatesville VA Medical Center is operated by the Multi-service Center. It is primarily for Veterans who have completed the Medical Center’s Domiciliary Program and are 90 days sober and employed.

\*Source: <http://www.pvmsec.org/services.htm>

## **VETERANS HAVEN**

### **What is Veterans Haven?**

- Veterans Haven is a New Jersey State operated facility for homeless Veterans.
- After being medically evaluated at a V.A. hospital, eligible Veterans must agree to a long term, up to a two-year program that focuses on psychological, social, and vocational rehabilitation.
- They then are admitted to Veterans Haven, a 54 bed, drug and alcohol-free program with 24-hour staff that is sensitive to the multiple needs the residents present.
- The building is handicap accessible, including an elevator.

### **Where is Veterans Haven?**

It is located in South Jersey (Winslow, New Jersey). It occupies one large three story building on the grounds on Ancora State Hospital in Winslow Township, Camden County. It is 30 miles from Philadelphia and 33 miles from Atlantic City. The building that houses the program has 50 two room suites. Each room is fully furnished with a bed, dresser, closets, and living room furniture and in some cases, televisions.

### **What is the cost?**

Veterans Haven is funded by the state of New Jersey and supported by the VA, a wide variety of service organizations, community agencies, Veterans' organizations and private citizens.

### **How is the program structured?**

The program is divided into three phases.

Phase one: Treatment

Phase two: Self Reclamation

Phase three: Community Reintegration

Each phase lasts from 3 to 6 months and is tailored to individual treatment needs and vocational interests. Veterans completing the program do not return to "jobs," but careers that will support them in years to come, and will again make them useful, tax paying members of society. The staff is comprised of diverse professionals in mental health, addictions, vocational rehabilitation, and nursing. There is a 24 hour staff with varied duties ranging from mentorship to transporting residents to vocation and medical appointments. The concept of Veterans helping Veterans is woven throughout the fabric of this program. The program strongly emphasizes employment and recovery.

While Veterans are permitted to go to school (colleges/vocational schools) in the community, a Veteran must obtain his own funding and admission to school. Vocational counselors can advise you, but Veterans Haven does not control funding or placement.

### **Contact Information**

Mailing Address:

P.O Box 80

301 Spring Garden Road

Winslow, New Jersey 08095-0080

Phone#: 609-561-0269/609-567-5806

Fax#: 609-561-7604

\*Source: <http://www.state.nj.us/military/vetshaven/>; 6/2010